

FOCUS

The Quarterly Newsletter for Physician Office Staff

Route to:

Volume 6, Number 4
October, 1997



**Hear Ye!
Hear Ye!**

Audiology services
are now available at
Cedar Crest &

I-78 for patients of all ages. The newly constructed Audiology Suite, complete with booth and testing equipment, is located on the first floor, across from the Nuclear Medicine Department. Audiology services continue to be available at 17th & Chew.

A physician order is required when requesting an audiological evaluation. The consult will include pure tone air and bone conduction thresholds, speech audiometry, tympanometry and acoustic reflex thresholds. Another test that is offered as part of the diagnostic battery is otoacoustic emission testing. This test determines the integrity of the cochlear mechanism, which can provide valuable diagnostic information, especially for pediatric and oncology patients. Lehigh Valley Hospital is the first to offer otoacoustic emission testing within the Lehigh Valley.

Requests for a consult should be placed to the Speech and Hearing Department through PHAMIS. A date and time for the consult will be relayed to the unit. One of our contracted audiologists will complete the evaluation within two working days. Testing hours are scheduled Monday through Friday from 8 a.m. to 4:30 p.m.

If you have any questions regarding Audiology Services, please contact Callie McClatchy, Director of Speech-Language Pathology and Audiology, at 402-2544.

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Physician Relations/Physician Business Services Relocates

On September 12, members of the Physician Relations staff relocated their office from 1243 S. Cedar Crest Blvd. to the fourth floor of 2166 S. 12th Street, Allentown, PA 18103-4799, across from the office of the Lehigh Valley Physician Hospital Organization, Inc. Staff members affected by the move along with their new telephone numbers are:

Pat Skrovanek - 402-9190
Joe Felix - 402-9194
Tony Langston - 402-9193

Maria Kammetler, former Physician Relations rep, recently accepted the position of Program Manager for Vitality Plus, LVHHP/PennCARE's comprehensive health, wellness and lifestyle amenities program for people age 50 and over.

Kate Haney, Coordinator of Physician Business Services, has also moved her office to 2166 S. 12th Street and will occupy an office in the Physician Relations suite. Kate's telephone number is 402-9191.

The fax number for the Physician Relations suite is 402-9195.

Janet Seifert will remain in her present location in Medical Staff Services at Cedar Crest & I-78. Her telephone number is 402-8590. The fax number is 402-8938.

Dictated Radiology Reports Now Accessible to Physicians through Lanier System

A major advance for accessibility of reports for physicians was recently accomplished in Radiology. The Lanier dictation system was recently programmed so that physicians can access dictated radiology reports using either the accession number or the medical record number. In addition, reports from LVDI and LMIC are now on the same system.

To use the system, follow the instructions below:

- Dial one of the following extensions -- 5631, 5632, 5633, 5634, or 5635
- Press “#” and “1”
- Enter your four-digit physician number preceded by “50” if you are a staff physician or “48” if you are a resident
- Enter the transcription destination code:
 - “1” for Radiology transcription
 - “2” for LVDI transcription
 - “3” for LMIC transcription
- To review the dictated report using the accession number, press “1” followed by six zeroes and the six-digit accession number
- To review the dictated report using the medical record number, press “3” followed by six zeroes and the six-digit medical record number
- The system will start with the most recent dictation. Press “5” to go to the next dictation on the same patient.

Please note: Due to space constraints, voice reports are only held on the Lanier system for five days.

If you have any questions regarding this issue, please contact Sheila Sferrella, Administrator, Radiology, at 402-8088, or Valerie Hunsicker, Operations Coordinator, at 402-0393.

Courtesy Telephone Calls to Cease

For many years, in addition to the written warning of chart delinquency sent to physicians the week prior to suspension, COURTESY phone calls have been made by the Medical Record Department to the physicians' offices on Tuesdays (the day prior to suspension), and by the staff of Medical Staff Services on Wednesdays (the day of suspension). As these phone calls take up a significant amount of staff time in both departments, and since there has been a dramatic decrease in the number of delinquent charts in Medical Records, a change to this procedure was recommended to and supported by the Medical Executive Committee at its September meeting.

Therefore, beginning November 1, 1997, COURTESY telephone calls will be reduced. After that date, COURTESY reminder phone calls to physicians will be made **only** on Tuesdays by the Medical Record Department. Effective January 1, 1998, COURTESY reminder phone calls will cease completely. Beginning on January 1, faxes will be sent to physicians' offices stating that records are delinquent. It will then be the responsibility of the offices to contact the Medical Record Department to obtain information regarding the delinquent records.

If you have any questions regarding this issue, please contact Zelda Greene, Director of Medical Records, at 402-8330.



Job Posting Service

Do you have a job opportunity available in your practice?

If so, you may wish to take advantage of the free job posting service which is still available to members of the LVH Medical Staff, courtesy of Physician Relations and Human Resources. This service, which is handled through the hospital's e-mail system, lists physician office job opportunities on a weekly basis.

If you are interested in advertising a job opportunity available in your practice, please send an e-mail to Janet.Seifert or fax (610) 402-8938 her with the following information:

- Title of position
- Full-time or part-time position
- Duties and qualifications
- Hours
- How to apply (this is to be handled directly between the office and applicant, i.e., send resume, fax or call)

Please Note: This is the only approved method of solicitation for physician office job opportunities via e-mail. All employment issues are to be addressed directly between the independent job applicants and the physician's office. Lehigh Valley Hospital is making no representation as to the job applicants who may contact you via this posting.

If you have any questions regarding this service, please contact Janet M. Seifert in Physician Relations at 402-8590.

Updates on Influenza and Pneumococcal Vaccines

INFLUENZA VACCINE is strongly recommended for persons at high risk for complications of influenza as well as health care workers and household members in close contact with persons in high risk categories.

High Risk Persons

- All persons 65 years of age or older (represent >90% of all flu deaths)
- Persons >6 months of age with chronic illness
 - Pulmonary
 - Cardiovascular
 - Metabolic disease
 - Renal dysfunction
 - Hemoglobinopathies
 - Immunosuppression
- Residents of long term care facilities

- Persons 6 months to 18 years receiving chronic aspirin therapy (due to risk of developing Reye Syndrome after influenza)
- **Pregnant Women** - There is accumulating evidence that pregnancy alone can increase the risk of complication of influenza. A recent study exhibited that that risk of hospitalization for flu related complications was >4 times higher for women in their second and third trimester of pregnancy. The risk of complications for pregnant women is comparable to non-pregnant women with high risk conditions. **(ACIP recommends routine vaccination for women who will be in the second or third trimester of pregnancy during the influenza season.)**

(Continued on Page 4)

PNEUMOCOCCAL VACCINE

recommendations target essentially the same groups as the influenza vaccine.

High Risk Persons

- Persons 65 years of age or older
- Persons aged 2-64 with chronic cardiovascular disease, chronic pulmonary disease, or diabetes mellitus
- Persons aged 2-64 with alcoholism, chronic liver disease, or cerebrospinal fluid leaks
- Persons aged 2-64 with functional or anatomic asplenia
- Persons in long term care facilities
- Immunocompromised persons

Recommendations for Pneumococcal Revaccination

The following are the main changes included in the most recent statements from the ACIP regarding revaccination.

- Routine revaccination of immunocompetant persons is not recommended
- Revaccination is recommended for those at highest risk of serious pneumococcal infection
- Candidates for revaccination
 - Asplenia
 - Immunosuppression
 - Chronic renal failure
 - Nephrotic Syndrome
 - Persons 65 years of age or older if they received vaccine five or more years previously and were less than age 65 at the time of vaccination.
- If indicated, single revaccination five years or more after previous dose
- For children 10 years of age or less, revaccinate three years after previous dose

The National Immunization Program (NIP) has a wealth of information available to aid the clinician and their staff in patient education. Vaccine Safety sheets for a number of vaccines are currently available, some of which are appropriate for public distribution while others are more technical and targeted specifically to the clinician. Materials can be ordered by phone, fax or the internet.

CDC Immunization Hotline
1-800-232-2522

ACIP statements and other printed materials sent or faxed, call
1-800-CDC-SHOT

To receive an NIP resource list, fax your request to
(404) 639-8828
NIP Website
www.cdc.gov/nip
NIP Internet Address
nipinfo@cdc.gov

Who's New

Linda Conrad, Office Manager
Lehigh Valley Orthopedics
ROMA Corporate Center
1605 N. Cedar Crest Blvd.
Suite 111
Allentown, PA 18104-2304
(610) 821-4848
FAX: (610) 821-1129

Melissa Nicholas, Office Manager
MacArthur Medical Center
3691 Crescent Court East
Whitehall, PA 18052-3498
(610) 434-9561
FAX: (610) 434-5122

Upcoming Seminars and Educational Programs

Total Time Management: How to Better Organize Your Life will be held on Tuesday, October 28, at the Doubletree Club Hotel In Philadelphia, Pa.

This one-day seminar is for business-people who want to learn proven time-saving strategies that will help them to build more control into their schedules, get more done at the office, cut down on everyday job pressures, and much more. For more information, please contact Padgett-Thompson Seminars at 1-800-255-4141.

How to Better Manage Multiple Locations will be held on Monday and Tuesday, November 17 and 18, at the Penn Tower Hotel in Philadelphia, Pa.

If you're like most business professionals who manage multiple locations, you've probably got more than a few horror stories. Misunderstandings with off-site employees, unreported problems, and ignored home-office policies are just a few of the difficulties managers of several locations face daily. It's not just the occasional near-miss catastrophe that off-sites generate. There's also the nagging headache that goes along with constantly wondering -- and worrying -- if each location is getting the work done on time, meeting production levels, and following company procedures. And that's where this skill-building seminar comes in.

Attend this powerful two-day workshop, and gain a whole arsenal of off-site strategies that will help you get -- and keep -- every location on the right track, no matter how close or far away they may be. You'll learn how to establish more effective communications controls, cut

down on the mountain of paperwork, and settle long-distance dilemmas quickly and easily.

For more information, please call American Management Association Seminars at 1-800-821-3919.

Upcoming PAHCOM Meetings

October 21 - 5:30 p.m., Spice of Life
Ray Andrusko - Malpractice Issues

November 11 - 7:30 a.m., Lucent
Technologies
Dave Miller, CPA - New Tax Laws

December 16 - 5:30 p.m.
Holiday Party - Installation of New
Officers
Pasta Bella, Wescosville

For more information regarding PAHCOM, contact Sarah Donlevy, President, at 437-6222.



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FOCUS is published quarterly for the office staffs of physicians on the Medical Staff of Lehigh Valley Hospital. Articles for the next issue should be submitted by January 9, 1998, to Janet M. Seifert, Medical Staff Services, Lehigh Valley Hospital, Cedar Crest & I-78, P.O. Box 689, Allentown, PA 18105-1556. For more information, please call Janet at 402-8590.